

Job Description

San Ramon Valley Unified School District

Computer Systems Technician

Purpose Statement

The job of Computer Systems Technician is done for the purpose of performing independent, analytical, and Tier I technical support to users of a variety of systems, hardware, and software applications; guiding and technical problem solving to end users; generating, collecting, and analyzing data for technical support; maintaining computer and peripheral equipment in a safe and functional operating condition; and providing training and documentation on applications and hardware as needed.

This job reports to Assigned Supervisor

Essential Functions

- Assesses malfunctions of computer hardware and software applications for the purpose of following established protocols and determining appropriate action.
- Attends meetings or workshops as assigned for the purpose of conveying and gathering information required to perform functions.
- Installs a variety of systems (e.g. computer hardware, peripherals, application software, phones, etc.) for the purpose of maintaining end user access to needed technology systems.
- Performs inventory and/or inspection of equipment for the purpose of maintaining essential operation of Technology Department functions.
- Prepares information for the purpose of documenting activities, providing written reference, and documenting information.
- Repairs and installs a variety of technology-related systems for the purpose of maintaining equipment in a functional condition.
- Requests equipment, supplies, and materials for the purpose of maintaining availability of required items and completing tasks efficiently.
- Researches work-related topics for the purpose of providing information, remaining current, identifying solutions, and making recommendations to appropriate stakeholders.
- Collaborates with Computer Support Technicians, Senior Computer Support Technicians and/or Supervisor to respond to project or policy inquiries from a variety of stakeholders for the purpose of providing information and making recommendations.
- Responds and monitors work order tickets directly assigned or in assigned queues for the purpose of gathering information and/or resolving issues.
- Transports a variety of items for the purpose of resolving technical issues and/or completing assigned tasks.
- Troubleshoots computer-related problems for the purpose of providing resolution of technical issues to end users in a timely manner.
- Upgrades a variety of end-user computer-related systems for the purpose of meeting user technical needs and compliance with Department/District goals.
- Provides training for end users as needed for the purpose of ensuring the efficient use of computers, peripherals, and software applications.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: adhering to safety practices; preparing and maintaining accurate records; teaching technical and non- technical staff; and utilizing pertinent software applications.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: concepts of electronics; current and legacy operating systems; methods and techniques for troubleshooting systems; and current generation operating systems and network protocols.

ABILITY is required to schedule activities; gather and/or collate data; and consider a number of factors when using equipment. Flexibility is required to work with others in a variety of circumstances; work with data utilizing defined but different processes; and operate equipment using a variety of standardized methods. Ability is also required to work with a significant diversity of individuals and/or groups; work with a variety of data; and utilize a variety of job-related equipment. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is moderate. Specific ability based competencies required to satisfactorily perform the functions of the job include: displaying mechanical aptitude; adapting to changing work priorities; establishing effective working relationships; communicating clearly and understandably with diverse groups verbally and in writing; being attentive to detail; and working under time constraints.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; providing information and/or advising others; operating within a defined budget. Utilization of some resources from other work units is often required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

Work Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling, frequent stooping, kneeling, crouching, and/or crawling and significant fine finger dexterity. Generally the job requires 20% sitting, 40% walking, and 40% standing. The job is performed under conditions with some exposure to risk of injury and/or illness and in some varying atmospheric conditions.

Experience: One year experience working in a technical support environment; work experience in an educational setting with training in a network or operating system preferred.

Education (Minimum): High school diploma or equivalent.

Required Testing

None Required

Certificates and Licenses

Valid Driver's License
Ladder & Lifting Training

Continuing Educ. / Training

Maintains Certificates and/or Licenses
District Mandated Training

Clearances

Criminal Background Clearance
Tuberculosis Clearance

FLSA Status

Non Exempt

Approval Date

December 14, 2021

Salary Grade

Range 22

Revised Date